

COLLECTION MANAGER

APPLICATION DEADLINE IS THURSDAY, NOVEMBER 9, 2017 AT 11:59PM

Division: Mortgage Loan Servicing
Reports to: Assistant Director of Mortgage Loan Servicing
Location: Nashville, TN
Full-time/Part-time: Full Time
Salary Grade: 38
Monthly Salary Range Minimum: \$4,736
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Directs the daily operations of the Collection area; assists with Loss Mitigation, Foreclosure and Bankruptcy areas, which includes maintaining compliance with investor/insurer requirements, monitoring daily collection and loss mitigation practices or related activities; provides internal training on collection techniques to staff; monitors work processes to maintain compliance as investor/insurer guidelines change.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, hires, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Monitors collection operations, making recommendations to reduce/control default rates, improve loss mitigation and maintain full investor/insurer compliance.
- Monitors customer communication efforts, letters, outreach and the response to communications to improve direct contact and the success rate of borrower arrangements to cure defaults.
- Trains Loan Servicing staff on agency and investor/insurer procedures and guidelines.
- Maintains compliance with investor requirements and other state and federal regulations.
- Directs the activity of collections staff to maintain compliance with Federal Housing Administration (FHA), Veterans Administration (VA), United States Department of Agriculture (USDA) and Conventional Mortgage Insurer requirements.
- Makes outgoing calls to customers to attempt to assess reasons for default and make satisfactory arrangements to bring accounts back into a current standing.
- Serves as a member of the Foreclosure Review Team.
- Prepares reports on the status of various functions, projects and departmental operations.
- Reviews and monitors phone reports to ensure departmental goals are being met.
- Serves as backup for payment functions, including daily Automated Clearing House (ACH) and lockbox processing.
- Provides support to complete any function within the Loan Servicing group as needed.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor degree in Business, with Finance or Accounting emphasis preferred.

- Two years of management experience.
- Minimum of one year of mortgage loan servicing experience, with a minimum of 5 years preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Ability to handle private, personal information in a confidential manner; maintains a high level of confidentiality.
- Excellent customer service skills.
- Strong knowledge of mortgage collection and foreclosure laws, regulations, and procedures.
- Sets appropriate parameters for productivity, then holds self and others responsible for obtaining those results.
- Strong interpersonal skills; ability to relate well to a diverse population.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to effectively work both independently and as part of a team.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Ability to exercise good judgment in evaluating complex situations.
- Excellent problem solving skills.
- Ability to handle frequent procedural change and document processes for training purposes.
- Ability to read and interpret complex program policies and procedures.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- The ability to use a phone headset for long periods of time.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS**